



Position Description – Floor Supervisor

Reports To: Visitor Experience Manager
Classification: Part Time (15-20 hours/week) Friday evenings, Saturday & Sunday

Position Summary: The Floor Supervisor position leads a team of passionate Playologist to bring our 30,000+ sq ft facility to life. This leader trains and supervises the team responsible for ensuring a quality visitor experience and oversees the daily operations and special events.

Essential Job Responsibilities :

- Lead the daily operations of the Museum.
- Oversee admission/membership transactions, ensures cash drawer accuracy, and monitors trends.
- Exemplify exceptional customer service, ensuring the best possible experience for museum visitors.
- Support museum membership program in partnership with the Office Manager to ensure accurate and prompt processing
- Train, supervise and evaluate Playologist staff.
- Advocate for visitors, resolve visitor concerns and implement organizational policies.
- Assist in maintaining front desk office systems and equipment.
- Coordinate birthday parties, field trip visits, special events, etc.
- Work with Office Manager to ensure proper invoicing, timely payments and processing.
- Support all operational functions within the museum as needed.
- Other duties as assigned.

Qualifications – The ideal candidate will have:

- High School Diploma or equivalent.
- Organizational skills.
- Knowledge of Altru POS computer system or an equivalent to Altru.
- Experience in cash handling and data entry.
- Basic knowledge of Microsoft office suite
- Commitment to excellent customer service and teamwork.

Application - Please submit a brief cover letter with your resume to:

Jill Steif
Building for Kids Children's Museum
jsteif@buildingforkids.org

Empowered children. • Engaged parents. • Energized communities.

100 W. College Avenue • Appleton, WI 54911 • 920.734.3226 • buildingforkids.org